

Developing Email Preservation Training Resources for the Community: *the new Novice to Know-How Course (#N2KH)*



Digital Preservation Coalition

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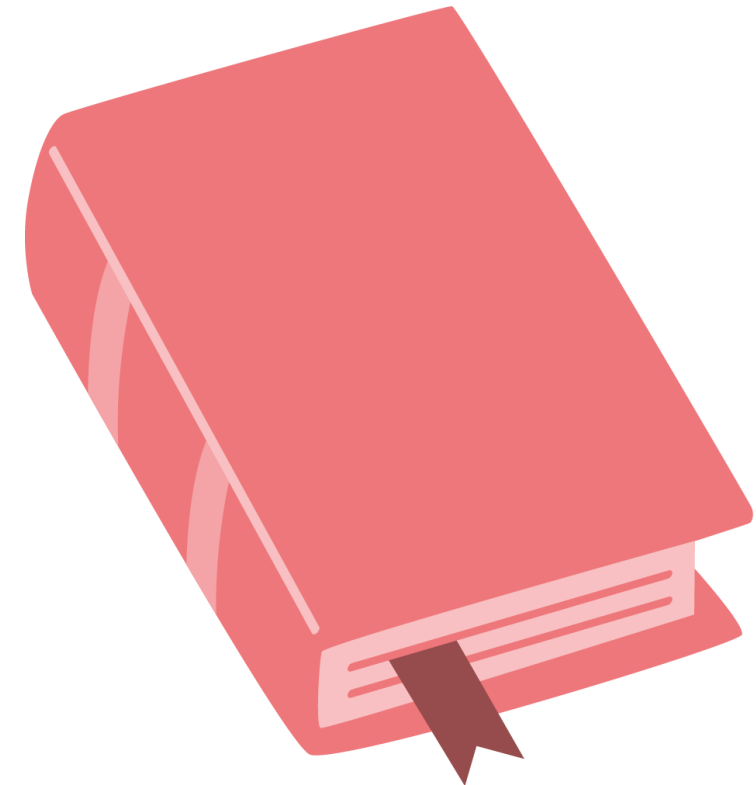
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Some Background



- The National Archives (UK) [TNA] has a sector leadership role in England
- 2018/19 - Jisc/TNA Survey on Digital Skills
 - Significant skills gaps
 - Collections at risk
 - Training needed that was practical, easy to access, and built confidence
- Led to “Plugged In, Powered Up” Digital Capacity Building Strategy
 - DPC commissioned to develop online course



N2KH: In a Nutshell



- 3 Development Phases
- Aimed at DP beginners
- 7 Sections, 38 modules, 60,000+ Words
 - From Intro to DP, through selection, transfer, ingest, preservation, and access.
 - Includes videos, tool demos, and quizzes
- Completed by nearly 3,000 learners from 60+ countries
- Completion rate c. 60%
- Content available on CC BY-NC-SA license
- **And it's free for all!**



Feedback



“I loved this course and appreciate it so much. I’ve told all my colleagues and students about it.”



“This was a comprehensive, challenging experience. Thanks to the creators for a superb learning experience.”

“It has made me more confident that digital preservation is something that I could now do rather than just aspire to.”

“I felt the course was extremely well structured. Key concepts were explained from the ground up, allowing us to build up a good knowledge base from strong foundations.”

Lessons Learned

- Must set clear aims, don't rush decisions
- Spend time on the course structure
 - Base on good practice if possible
- Well-structured QA is essential
- A broad range of skills are needed
- It takes **A LOT** of time
 - c. 5-10 days per hour of content
- Learners really appreciate practical content and real-world examples



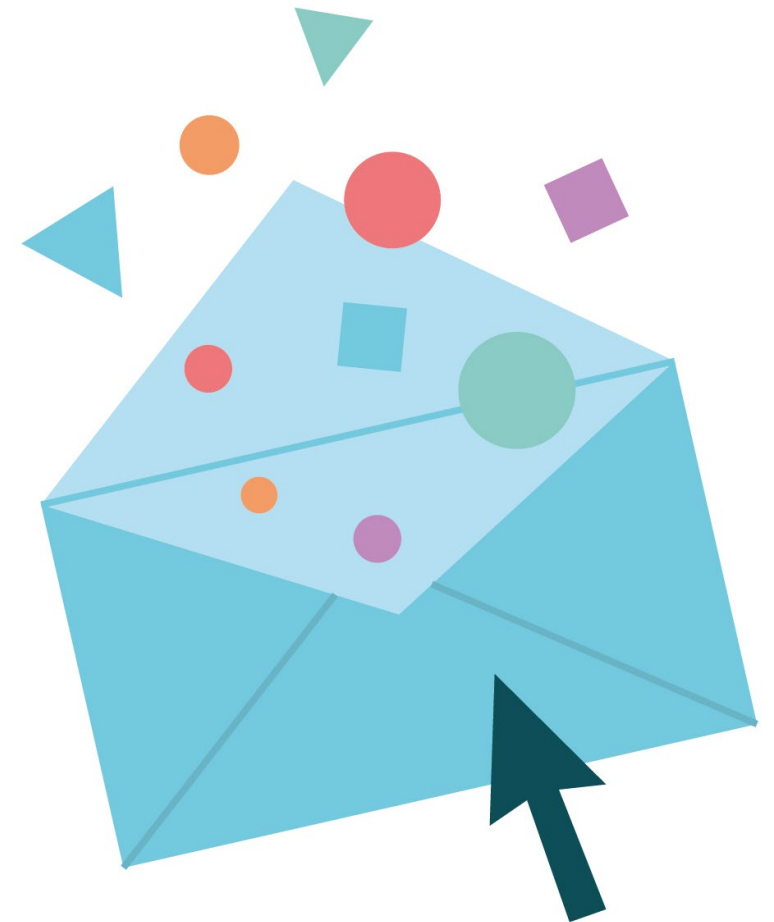
After the
success of
N2KH 1.0
comes...

N2KH: Email
Preservation



Why Email Preservation?

- A topic of interest highlighted by:
 - UK Archives Sector
 - DPC Members
- Availability of reliable and authoritative resources
 - Practical good practice guidance
 - Established tools
 - Existing training we could draw from (thank you Chris, Tricia, and Ruby!)



Project Aims

- Intermediate-level content
- Maintain quality-level of N2KH 1.0
 - Draw from good practice
- A holistic view of Email Preservation
- Describe implementable solutions
 - Clear, accessible tool demos
 - Practical exercises
- Include case studies



Development Process

November - December 2022

- Tender process/commissioning

January 2023

- Project planning, course design

February - April 2023

- Core content development and QA
- Pilot with early content
- Case study development
- Production of additional resources



Issues Faced

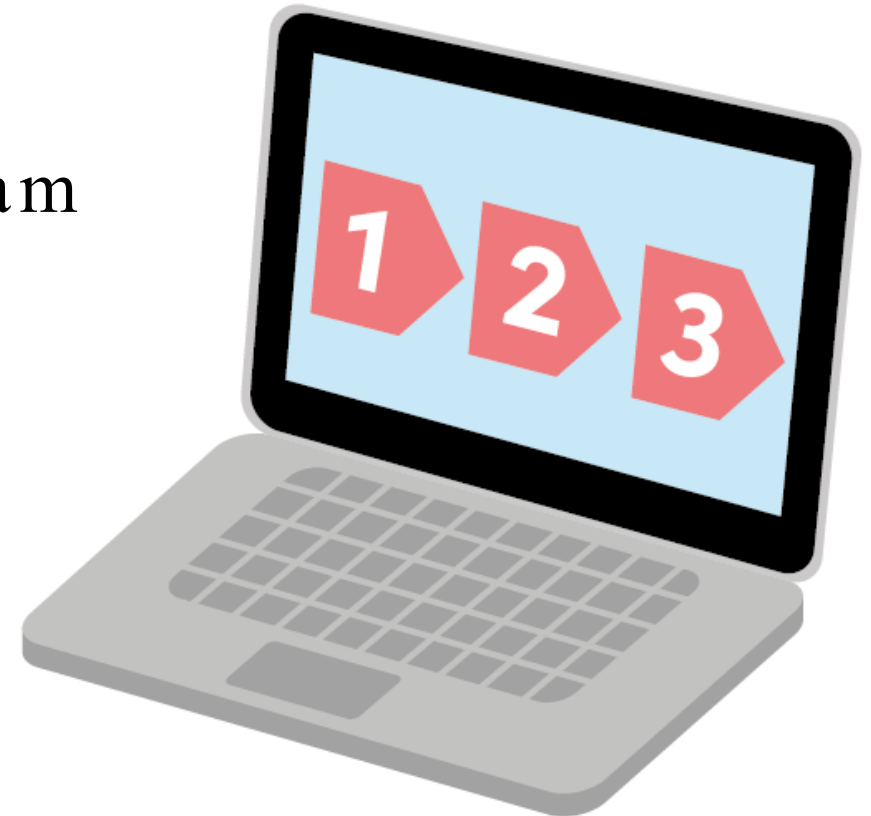
- Very tight deadlines!
- Research prioritization
 - What were the essential elements?
- Tool complexity
 - Barriers to deployment
 - Reinterpreting guidance for a “nervous” audience
- Identifying a suitable example email corpus
 - Created a dummy Gmail account



Course Structure



1. Introduction to Email Preservation
2. How Email Works
3. Developing an Email Preservation Program
4. Selection and Capture
5. Appraisal and Processing
6. Preservation
7. Discovery and Access
8. Case Studies



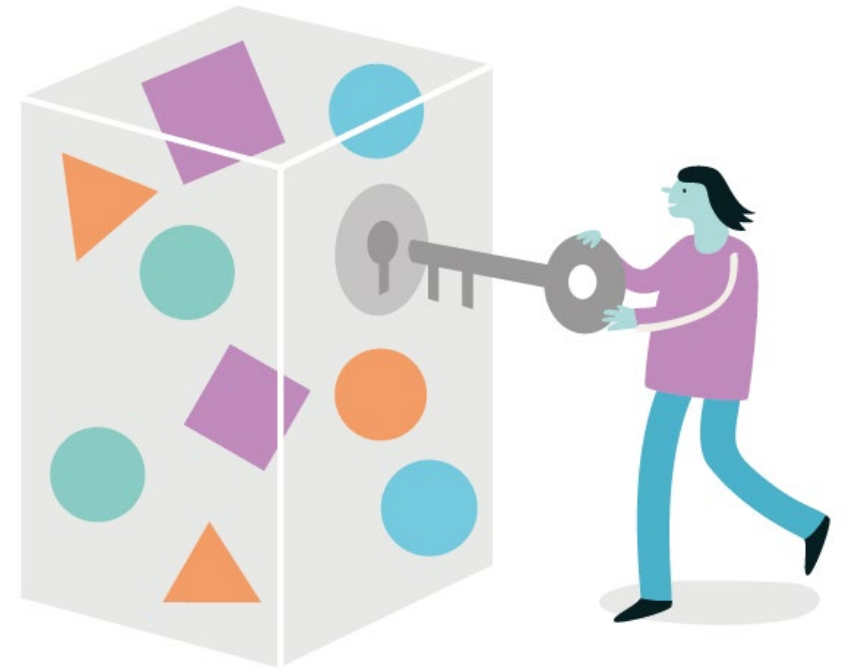
Content Includes...

- 35 modules, 40,000+ words
- Text, Video, Quizzes, Tool Demos
 - Email capture from Gmail and Outlook
- An in-depth look at ePADD including:
 - Importing/capturing email
 - Demos of Appraisal and Processing modules
 - Intro to the Discovery and Delivery modules
- Case studies from:
 - Trinity College Dublin
 - Sheffield City Archives
 - The UK Cabinet Office



Additional Resources

- Complete Course Text
 - Incl. step by step tool walkthroughs
- Glossary
- List of Tools and Systems
- References
- ePADD Exercise Sheet
- Example Mailbox



Learner Access



- Celebratory launch 29th June
 - www.dpconline.org/events
- Available from 1st July
- Self-serve access
- Free to all
- c. 15-20 hours to complete
- DPC Training Portal:
 - dpc.getlearnworlds.com



Access for Reuse



- Available from 1st July
- Content as SCORM 1.2 packages
 - Compatible with most learning management systems
 - Includes all additional resources
- Guide to reuse nearly done...
 - License, acknowledgements, accessibility, and course structure
- Drop me an email!
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thanks
to...

- Chris Prom, Tricia Patterson,
and Ruby Martinez
- Trinity College Dublin,
Sheffield City Archives, and
The UK Cabinet Office
- Colleagues at the DPC
- The National Archives (UK)
and the Archives Sector
Development team

*In memory of Dr Jo Pugh of The
National Archives (UK)*

About N2KH: bit.ly/Novice2KnowHow


Learner Access: dpc.getlearnworlds.com



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